



JOLIET JUNIOR COLLEGE
—1901—

REQUEST FOR PROPOSAL



JOLIET JUNIOR COLLEGE

1901

Joliet Junior College
Request for Proposal

RFP Opening May 16, 2022

Background

Joliet Junior College (JJC), the nation's first public community college is a comprehensive community college. The college offers pre-baccalaureate programs for students planning to transfer to a four-year university, occupational education leading directly to employment, adult education and literacy programs, work force and workplace development services, and support services to help students succeed. The College has a combined total of 11,411 full time and part time students enrolled in Spring 2022 classes and about 1,377 staff on its main campus located within the city of Joliet, and its 5 extension campuses located in Romeoville, Morris, Frankfort, Weitendorf, and City Center in downtown Joliet.

JJC is the only public postsecondary institution within District 525 boundaries. JJC is located approximately 45 miles south of Chicago, the third largest city in the United States. Today, the 1,442-square mile district serves over 700,000 residents in Will, Grundy, Kendall, LaSalle, Kankakee, Livingston, and Cook counties. Multiple locations exist to serve residents throughout the district. The College consists of one (1) main campus (2) extended campuses, three (3) education centers, and multiple satellite locations throughout the district.

JJC has approximately 12,000 students per year enrolled in credit courses.

Vision Statement

Joliet Junior College is the first choice for learning, working and cultivating pathways to prosperity.

Mission Statement

Joliet Junior College inspires learning, strengthens communities and transforms lives.

OVERVIEW

The Board of Trustees of Joliet Junior College (hereinafter, "JJC") is requesting proposals from Providers for services relating to Cashiering.

Additional scope is discussed in the **SCOPE OF WORK** section of this proposal.



I. RFP SCHEDULE

Date (2022)	Event
May 2 nd	Vendors contacted via email / advertised
May 9 @ 2:00 pm	Last date/time for submission of written questions through the ESM sourcing solutions tool under the Q and A section.
May 11 th	Responses to questions will be addressed through the ESM sourcing solutions tool under the Q and A section.
May 16 @ 2:00 pm	Proposals must be submitted electronically through the ESM Solutions electronic sourcing
May 17-20 th	JJC Evaluation Team reviews proposal
May 23-25 th	Possible presentations by two top short-listed firms
June 16 th	Notification of Award

II. INSTRUCTIONS TO VENDORS

ADVICE: The department responsible for this RFP is the Business and Auxiliary Services located at Campus Center, Building A, Room 3100, 1215 Hou bolt Rd., Joliet, IL 60431-8938. The JJC contact will be the Senior director of Business and Auxiliary Services, telephone (815) 280-6640; fax (815) 280-6631.

Questions concerning this RFP will be answered if sent through the ESM sourcing solutions tool, under the Q and A section for the solicitation on or before **May 9, 2022** before 2:00 p.m. CST.

All questions and answers will be published on the ESM sourcing tool in the Q&A section by end of business day on **May 11, 2022**.

SUBMISSION: the submission of a response shall be prima facie evidence that the supplier has full knowledge of the scope, nature, quality of work to be performed, the detailed requirements of the project, and the conditions under which the work is to be performed.

Faxed and hard copy proposals ARE NOT acceptable. All RFPs must be submitted by the date and time of public opening (see above). All proposals must be submitted electronically through the ESM Solutions electronic sourcing site. Please note that all vendors will have to complete an on-line registration process prior to submitting your proposal.

A step-by-step [supplier registration guide](#) is posted to the college's website for your reference. [General supplier guides](#) are also available on the ESM website. If you have any questions during



JOLIET JUNIOR COLLEGE

1901

the registration process, contact ESM Solutions Customer Support (877) 969-7246 Option 3.

Registration Link:

<https://supplier.esmsolutions.com/registration#/registration/contactInformation/>

General Supplier Guide (ESM Documents): <https://support.esmsolutions.com/hc/en-us/sections/115000917048-Supplier-Guides>

Supplier Registration Guide (JJC Document):

<https://www.jjc.edu/sites/default/files/Purchasing/FY2019/Supplier%20Registration%20Screenshots%20Final.pdf>

Please note the electronic sourcing tool will allow you to attach supporting documentation.

RFPs not submitted in the format as instructed by this RFP will not be accepted.

RFPs received after the date and time specified shall be considered late and shall not be opened.

Accuracy of Proposals / Withdrawal of Proposals prior to RFP Opening: Proposals will represent a true and correct statement and shall contain no cause for claim of omission or error. Proposals may be withdrawn in writing or by facsimile (provided that the facsimile is signed and dated by vendor's authorized representative) at any time prior to the opening hour. However, no proposal may be withdrawn for a period of one hundred twenty (120) days subsequent to the opening of the RFP without the prior written approval of the Senior director of Business and Auxiliary Services or Joliet Junior College.

ADDENDA: The only method by which any requirement of this solicitation may be modified is by written addendum.

PROPOSAL DUE DATE: The proposal must be received through the ESM sourcing solution on or before **May 16th @ 2 pm (CST)**.

INSURANCE:

The supplier performing services for JJC shall:

Maintain worker's compensation insurance as required by Illinois statutes, for all employees engaged in the work.

Maintain commercial liability, bodily injury and property damage insurance against any claim(s), which might occur in carrying out the services, referenced in this RFP. Minimum coverage will be TWO MILLION DOLLARS (\$2,000,000) liability for bodily injury and property damage including product liability and completed operations.

Provide motor vehicle insurance for all owned, non-owned and hired vehicles that are used in carrying out the services described in this RFP. Minimum coverage shall be TWO MILLION DOLLARS (\$2,000,000) per occurrence combined single limit for automobile liability and property damage.



JOLIET JUNIOR COLLEGE

1901

TAXES:

JJC is exempt from all federal excise, state and local taxes unless otherwise stated in this document. In the event taxes are imposed on the services purchased, JJC will not be responsible for payment of the taxes. The supplier shall absorb the taxes entirely. Upon request, JJC's Tax Exemption Certificate will be furnished.

INDEMNIFICATION:

The supplier shall protect, indemnify and hold JJC harmless against any liability claims and costs of whatsoever kind and nature for injury to or death of any person or persons and for loss or damage to any property occurring in connection with or in any incident to or arising out of occupancy, use, service, operations or performance of work in connection with the contract, resulting in whole or in part from the negligent acts, falsification of information, or omissions of the supplier.

In the event the supplier breaches its Business Enterprise Program (BEP) obligation as described within the State of Illinois' Business Enterprise for Minorities, Females, and Persons with Disabilities Act (30 ILCS 575) and pledged within the supplier's submitted utilization plan, the supplier is required to pay liquidated damages to Joliet Junior College equal to 20% of the award amount for college-funded projects. For projects involving state or federal funds, the supplier is required to pay liquidated damages to Joliet Junior College equal to the full amount of the award amount.

DISCLOSURE:

Vendor shall note any and all relationships that might be a conflict of interest and include such information with the proposal.

TERM OF CONTRACT:

Any contract, which results from this RFP, shall be for a period of XX year(s) from the date of the contract award. Assuming continued availability of funding; JJC may, at its sole option and with the consent of the supplier renew the contract for up to an additional XX(X) X-year terms.

BLACKOUT PERIOD:

After the College has advertised for proposals, no pre-proposal vendor shall contact any College officer(s) or employee(s) involved in the solicitation process, except for interpretation of specifications, clarification of proposal submission requirements or any information pertaining to preproposal conferences. Such vendors making such request shall email the Senior director of Business and Auxiliary Services, at purchasing@jjc.edu No vendor shall visit or contact any College officers or an employee until after the proposal is awarded, except in those instances when site inspection is a prerequisite for the submission of a proposal. During the black-out



JOLIET JUNIOR COLLEGE

1901

period, any such visitation, solicitation or sales call by any representative of a prospective vendor in violation of this provision may cause the disqualification of such response

III. GENERAL TERMS AND CONDITIONS

Applicability: These general terms and conditions will be observed in preparing the proposal to be submitted.

Purchase: After execution of the contract, purchases will be put into effect by means of purchase orders or suitable contract documents executed by the Senior director of Business and Auxiliary Services.

Right to Cancel: JJC may cancel contracts resulting from this RFP at any time for a breach of any contractual obligation by providing the contractor with thirty-calendar days written notice of such cancellation. Should JJC exercise its right to cancel, such cancellation shall become effective on the date as specified in the notice to cancel.

Governing Law and Venue: This contract shall be construed in and governed under and by the laws of the State of Illinois. Any actions or remedies pursued by either party shall be pursued in the State and Federal Courts of Will County, Illinois, only after Alternate Dispute resolution (ADR) has been exhausted.

Dispute Resolution: JJC and the contractor shall attempt to resolve any controversy or claim arising from any contractual matter by mediation. The parties will agree on a mediator and shall share in the mediation costs equally.

Costs: All costs directly or indirectly related to preparation of a response or oral presentation, if any, required to supplement and/or clarify a proposal shall be the sole responsibility of and shall be borne by the vendor.

Proprietary Information: Vendor should be aware that the contents of all submitted proposals are subject to public review and will be subject to the Illinois Freedom of Information Act. All information submitted with your proposal will be considered public information unless vendor identifies all proprietary information in the proposal by clearly marking on the top of each page so considered, "Proprietary Information." The Illinois Attorney General shall make a final determination of what constitutes proprietary information or trade secrets. While JJC will endeavor to maintain all submitted information deemed proprietary within JJC, JJC will not be liable for the release of such information.

Illinois Department of Human Rights Act

The parties to any contract (inclusive of subcontractors) resulting from this RFP hereto shall abide by the requirements of Executive Order 11246, 42 U.S.C. Section 2000d and the regulations thereto, as may be amended from time to time, the Illinois Human Rights Act, and the Rules and Regulations of the Illinois Department of Human Rights. Any vendor awarded a contract as a result of this RFP must comply with the Illinois Department of Human Rights Equal Opportunity Act/Rules Sections 750.5 and 5/2-105.



JOLIET JUNIOR COLLEGE

1901

Sexual Harassment Policy

Pursuant to Section 50-80 of the Illinois Procurement Code, each bidder/respondent who submits a bid, proposal, or offer for a State of Illinois contract under this Code shall have a sexual harassment policy in accordance with paragraph (4) of subsection (A) of Section 2-105 of the Illinois Human Rights Act. A copy of the policy shall be provided to the college entering into the contract upon request.

Illinois Criminal Code of 1961

Responding vendors must not be barred from bidding on/responding to this or any other contract due to any violation of either Section 33E-3 or 33E-4 of Article 33E, Public Contracts, of the Illinois Criminal Code of 1961, as amended. This certification is required by Public Act 85-1295. This Act relates to interference with public contracting, bid rigging and rotating, kickbacks and bribery.

Business Enterprise Program (BEP):

Joliet Junior College will make every effort to use local business firms and contract with small, minority-owned, women-owned, and/or persons with a disability-owned businesses in the procurement process. This solicitation strives to meet the 30% aspirational goal established for businesses owned and controlled by minorities, females, and persons with disabilities in the College's procurement and contracting processes in accordance with the State of Illinois' Business Enterprise for Minorities, Females, and Persons with Disabilities Act [30 ILCS 575] as outlined below. Because these goals vary by business ownership status and category of procurement, we urge interested businesses to visit the Department of Central Management Services (CMS), [Business Enterprise Program \(BEP\)](#) web site to obtain additional details. To qualify, prime vendors or subcontractors must be certified by the CMS as BEP vendors prior to contract award. Go to https://www2.illinois.gov/cms/business/sell2/bep/Pages/Vendor_Registration.aspx for complete requirements for BEP certification. BEP certified firms and firms utilizing subcontractors for the project shall submit a [utilization plan](#) and [letter of intent](#) that meets or exceeds the college's goal. If a vendor cannot meet the goal, documentation and explanation of good faith efforts to meet the specified goal may be required within the utilization plan.

Negotiation: JJC reserves the right to negotiate all elements, which comprise the vendor's proposal to ensure the best possible consideration, be afforded to all concerned. JJC further reserves the right to waive any and all minor irregularities in the proposal, waive any defect, and/or reject any and all proposals, and to seek new proposals when such an action would be deemed in the best interest of JJC.

Award: The successful vendor, as determined by JJC, shall be required to execute a contract for the furnishing of all services and other deliverables required for successful completion of the proposed project. The supplier may not assign, sell, or otherwise transfer its interest in the contract award or any part thereof without written permission from JJC.

Retention of Documentation: All proposal materials and supporting documentation that are submitted in response to this proposal becomes the permanent property of JJC.

Opening of Proposals: Proposals will be opened in a manner that avoids disclosure of the



contents to competing vendors. Contents for proposals will remain confidential during the negotiations period. Only the proposal number and the identity of the vendor submitting the proposal response will be made available to the public.

IV. FORMAT FOR RESPONSE

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposal be organized in the format specified.

All proposals must be submitted via email through the ESM Solutions electronic sourcing site. Please note that all vendors will have to complete an on-line registration process prior to submitting your proposal. See item II above for more information.

a) Title Page

Show the RFP subject, the name of the vendor's firm, address, telephone number, name of contact person, and date.

b) Table of Contents

Clearly identify the materials by sections and page number(s).

c) Letter of Transmittal

Limit to one or two pages.

- a. Briefly state the vendor's understanding of the scope of services to be provided and make a commitment to provide the services within the time period.
- b. List the names of the persons who will be authorized to make representations for the vendor, their titles, address, and telephone numbers.

d) Profile of the Vendor

Indicate the number of people in the organization and their level of experience and qualification and the percentage of their time that will be dedicated to this process.

- a. Provide a list of the vendor's top five current and prior two-year clients indicating the type of services the organization has performed for each client.
- b. Submit independently audited financial statements (one copy only). Such information will be considered in strict confidence.
- c. Indicate any third-party firms involved with your program and state their role(s).
- d. Provide contact information (name, phone number, and email address of at least three (3) references for projects of similar size and scope.



JOLIET JUNIOR COLLEGE

1901

e) Scope Section

Clearly describe the scope of services to be provided based upon the information in the scope section. Respond to each item listed.

f) Responses to Addendum

g) Prices Responses

h) Invoicing Procedure

- a. Describe the firm's invoicing procedures.
- b. Include documentation identifying all of the vendor's fees.

i) Proposed Contract

Please submit a draft contract for the services being offered.

j) Certification of Contract/ Bidder

V. EVALUATION

In evaluating the proposals submitted, JJC will apply the "Best Value" standard in selecting the supplier to be awarded a contract for this project. Purchase price is not the only criteria that will be used in the evaluation process. Any award resulting from this RFP will be made to that vendor whose offer conforms to the RFP and it is determined to be the most advantageous, of "best value" to JJC, in the sole judgment of JJC. The selection process will include the following considerations through a weighted scoring system:

	DESCRIPTION	WEIGHT
1	The quality and range of services the firm proposes to provide and the extent to which the goods or services meet JJC needs.	20%
2	The firm's overall experience, reputation, past relationship with JJC (if any), expertise, stability and financial responsibility.	10%
3	The experience and qualifications of the staff that will be assigned to service JJC's account, the firm's ability to provide service in an expedient and efficient manner, including availability and access to technical support services.	10%
4	Quality and range of management reports	10%
5	Vendor's financial terms/long-term cost offered to JJC.	10%
6	The training options available.	5%
7	Security of data and compliance with applicable state and federal laws and regulations.	10%
8	Commitment to diversity*	20%
9	Any other relevant factor that a private business entity would consider in selecting a supplier.	5%



*Commitment to diversity considerations may include:

1. Business Enterprise Program (BEP) certification or utilization that meets or exceeds the college's 30% goal
2. Assistance to BEP firms in obtaining lines of credit, insurance, equipment, supplies, or related services
3. Percentage of prior year revenues for projects that incorporate the involvement of BEP firms
4. Existence of a written supplier diversity plan or training/mentoring program for BEP firms
5. Percentage of members serving the firm's governing board, senior executive, and managers who are women, minorities, or persons with a disability

VI. SCOPE OF WORK

Joliet Junior College, ("JJC") seeks proposals from qualified firms that have successfully implemented real-time payment solution integration with Workday (student information and finance system) to be performed in accordance with the scope of services noted below. At the same time, it should reduce costs and boost operational efficiencies through automation. Further, it should meet all federal, state, and system regulations and requirements for electronic transactions, refunding of financial aid, and/or the safeguarding of sensitive campus information.

1. The system is compliant with the following standards:
 - a. PCI
 - b. DSS
 - c. WCAG 2.0
 - d. NACHA
 - e. FERPA
 - f. Applicable US Department of Education requirements
2. Real-Time requirements
 - a. Electronic billing system updates the student's account in real-time, including anticipated Financial Aid awards
3. The system provides the ability to pull current account activity, or activity posted on the student account in real-time
4. The system limits overpayments based on the current account balance
5. The system includes all payment transactions, regardless of how the payment was made
6. Solution must provide a standard integration with Workday student information and finance system, and the vendor should document additional integration costs and architecture details for their proposed solution
7. Provide Cashier/POS system to support students and customers
 - a. In-person (including mail & over phone) & e-commerce
 - b. Use of EMV and NFC technologies



JOLIET JUNIOR COLLEGE

1901

- i. allows a student to swipe their credit card or student ID card without handing it to the cashier
 - ii. Hardware options that will facilitate processing mobile payments on and around campus
 8. Provide automated, electronic payment plan options
 - a. Automated monthly payment withdrawals from student/customer provided bank information
 - i. checking, savings, credit, and debit card
 - b. Automated communications
 - i. Reminder of upcoming payment, returned payment and change notifications
 - c. Ability to restrict certain payment methods determined by a set of rules or restrictions
 - d. Ability to offer or limit the payment plans available to various sub-populations of students
 9. Provide ability to accommodate a wide variety of departmental merchant needs, i.e., camps, workshops, conferences, events, courses, merchandise, services, etc.
 - a. Preferable shopping cart functionality that allows departments the ability to market, manage and sell several types of inventorial items
 - b. Provide ability to allow merchants to establish online storefronts linked to the gateway
 10. Ability for system to accept dataset of cash receipts from third party systems
 - a. peerTransfer (Flywire)
 - b. Illinois Debt Recovery Program
 11. Ability to accept cash, check, ACH/EFT & credit/debit card payments
 - a. Verify ABA number entered against the national database
 - b. Preferable requirement of re-entry of bank account information to reduce returns due to typos
 - c. The system should provide edits to help prevent duplicate payments
 - d. Ability to accept alternative pay methods Apple Pay, Zelle etc....
 12. Ability to refund individually and in batch a credit/debit card payment if it was received by credit/debit card
 13. Automated process for returned check/e-check, reinstate receivable and assess service charges
 14. Support assessing a service (convenience) fee to student/customer
 - a. Set percentage
 - b. Based on type of charge (currently only assess for tuition/fees)
 15. Provide on-going assistance with disputes and chargebacks
 16. Auto post directly and in real-time to designated receivables for student/customer accounts and departmental transactions
 - a. Allows cashiers to post payments from third parties (for example, corporations paying tuition on behalf of their employees)
 17. Render payment receipts



JOLIET JUNIOR COLLEGE

1901

- a. Include cashier number, date, student ID, payment type, account code, transaction number, and amount paid
 - b. Cashiers can accept payment for multiple target accounts in a single customer session. For example, a cashier should be able to take payment for a student's fall tuition and parking fine in a single customer session. This transaction is reflected in a single customer receipt
 - c. In-person/email/obtain from ERP on demand
 - d. Ability to print a duplicate receipt
18. Ability to accept multiple tender types for a single transaction. Each tender type must be listed individually on the receipt
19. Provide report to track and total all payments entered for the day by cashier to be used for a daily cash out procedures
- a. The system maintains information about the cashier's drawer, as well as its ability to close and balance the drawer when a cashier logs off
20. Reliable daily reconciliation and settlement processes for all cashiers and payments processed within day
- a. Preferable if allows for multiple settlement by merchant ID
21. Ability to receive payments individually and in batch for student and nonstudent customers in a single cashiering system
22. Be scalable to incorporate future system expansion
23. Postproduction/Go-Live integration support 24/7 or as necessary to support operations

Reporting capabilities

The Vendor shall provide the below reports but are not limited to:

1. Provide real-time reporting
2. Available in multiple formats, viewable on screen with options to download in Excel, PDF, CSV, Word, etc.
3. Track and total all payments entered for the day by cashier to be used for a daily cash out procedures
4. Captured and settled transactions (all pay method types) by MID detailed by transaction, in one report
5. Allows administrators to search for specific payment transactions
6. Payment Plans
 - a. Outstanding by term/academic period
 - b. Paid by term/academic period
 - c. Returned payments

Training:

The Vendor shall provide training sessions to JJC staff and shall include but are not limited to:

1. Utilizing vendor provided reporting solution



2. Handling chargebacks and retrievals
3. Reconciliation

Preferences:

1. The college's preference is that the solution is cloud-based except for payment card terminals or other peripherals required for cashiering purposes
2. Workday should be considered the system of record for the purposes of any integrations required to support the cashiering function
3. Flexibility in continuing with existing banking relationships
4. The system does not require additional third-party transaction processing and does not introduce delays into the transaction processing cycle
5. The system allows multiple administrative users to securely access logging and reporting data.
6. Ability for a student to add authorized users to view account and make payments on their behalf (i.e. parent)
7. Supports single sign-on capability
8. Bills and statements (hard copy and electronic)

VII. SUPPLEMENTAL QUESTIONS

If the proposed product/service involves the usage, storage, or transmission of Joliet Junior College's stakeholder data, please respond to the following:

- a) Describe your organizations approach to the management of information security and to securely managing client information.
- b) Does your organization have an information security management policy?
- c) How do you safeguard client information at your organization?
- d) Does your organization have a comprehensive risk management structure for the management of client information?
- e) Do you utilize an independent third party to conduct annual information security audit and penetration tests of your IT systems?
- f) List the type of documented information security policies that your firm has in place.
- g) Has your organization implemented any ISO27001 (or similar) principles or requirements?
- h) Has your organization experienced any information security breaches, ransomware, phishing, or malware incidents?

VIII. QUANTITY

There is no guaranteed amount of services intended either expressly or implied, to be purchased or, contracted for by JJC. However, the supplier awarded the contract shall furnish all required services to JJC at the stated price, when and if required.



JOLIET JUNIOR COLLEGE

1901

IX. PROPOSED PRICING

The vendor should furnish a list of proposed prices for all services and materials to be used during the term of the contract. The list of proposed prices should be structured to allow for the calculation of unit cost analyses. Include a detailed structure of how credit card fees/rates are charged. Vendors must offer the best possible rates for processing credit card transactions. The prices included herein are to be firm through the contract term, unless noted otherwise by the vendor.



JOLIET JUNIOR COLLEGE

1901

CERTIFICATION OF CONTRACT/BIDDER

The below signed contractor/bidder hereby certifies that it is not barred from bidding on or responding to this or any other contract due to any violation of either Section 33E-3 or 33E-4 of Article 33E, Public Contracts, of the Illinois Criminal Code of 1961, as amended. This certification is required by Public Act 85-1295. This Act relates to interference with public contracting, bid rigging and rotating, kickbacks and bribery.

SIGNATURE OF CONTRACTOR/BIDDER

TITLE

DATE

THIS FORM **MUST** BE ATTACHED WITH YOUR PROPOSAL